GET IN TOUCH

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📍 Dubai, UAE.

in LinkedIn

AREAS OF EXPERTISE

- *PC hardware, peripherals and Microsoft desktop OS*
- *Graphic Design*
- *End user support*
- *Active Directory*
- *Office 365*
- *Software installation*
- *LAN Design & Network Troubleshooting*
- *Shipping Operations*

PERSONAL SKILLS

- *Teamwork*
- *Problem-solving*
- *Customer service skills*
- *Can-do attitude*
- *Self-starter/Self-motivator*
- *Leadership*
- *Hard working*
- *Creativity/innovation*
- *Time management*

Dakshina Ekanayake

IT Professional

PERSONAL SUMMARY

A bright, talented and ambitious **IT professional** with over 7 **years** of experience and strong technical background who possess self-discipline and the ability to work with the minimal supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure quality solutions meet business objectives within the given time frame.

WORK EXPERIENCE

Vibrant Freight LLC – Dubai
IT Executive
February 2019 – Present

- Diagnosing & resolving of desktop applications, networking, VOIP and IT infrastructure issues.
- Controlling, investigating and resolving technical issues.
- Providing telephone, email and remote support to users to troubleshoot their problems.
- Maintaining a current and accurate inventory of technology hardware, software and resource.
- Aligning Business and IT strategy through both formal and informal processes.
- Installing and maintaining computer hardware, software and networks in a variety of locations.
- Monitoring and managing in Office 365 business exchange, Azure AD, MS Intune for the company.
- Network switch firewall configuration and Rack management.
- Preparing summery & KPI reports based on the weekly monthly reports submitted by Operations Dept. and sharing the same with customers.
- Supporting management to handle new customer onboarding process, RFQ.
- Supervising and following up DDS, Logi-Sys system and preparing MIS reports.
- Well versed in freight forwarding and shipping knowledge.
- Capable of handling air freight & sea freight operations unit.
- Managing Sophos & Kaspersky centralize effectively.
- Proficiency in 'e-freight suite & Logi-Sys' cloud ERP System.
- Well versed in Dubai trade, Dubai municipality & DDS web portal.
- Managing RPA Robots & Supporting EDI integration.

Crédit Agricole Corporate and Investment Bank – Dubai
IT ENGINEER   (One month project)

Provided peer-to-peer IT support and solutions towards entire branch team, trading team, data center, cable management & inventory management- during my short term project tenor.

EDUCATION

Currently following Bachelor of Information Technology Degree (BIT).
University of Colombo.

High School Degree.
Rathnasara College.

G.C.E.Ordinary Level.
Rathnasara College.

PERSONAL DETAILS

Name: Dakshina Chamara Ekanayake

Age: 30 years

Gender: Male

Marital Status: Single

Nationality: Sri Lankan

Visa Status: Employment

LINGUISTIC SKILLS
ENGLISH

Writing ● ● ● ● ● ● ● ○
Speaking ● ● ● ● ● ● ○
Reading ● ● ● ● ● ● ●

INTERESTS

Capturing Moments

Feeling Music

Kickboxing

Playing Cricket

Playing Football

Horizon College International – Colombo
IT ASSISTANT   January 2017 – July 2018

Successfully managed 6 computer laboratories while resolving system related issues in PC's, NUC's, Laptops (180 nos.), mobile devices and printers.

Furthermore, setting up hardware configuring drivers and software, provided support functions for windows 7-10 office 2007 - Office 365, Windows server/backup products, DNS, DHCP, TCP/IP, Ethernet and wireless routers.

Pannipitiya Private Hospital – Colombo
IT & BIOMEDICAL ASSISTANT   February 2017 – January 2018

Planning Secretariat office, Southern Province – Galle.
COMPUTER NETWORK TECHNICIAN

Sri Lanka Customs (Head Quarters) – Colombo.
COMPUTER ASSISTANT

Sri Lanka Ports Authority – Colombo.
COMPUTER HARDWARE TECHNICIAN

PROFESSIONAL QUALIFICATIONS

- ICT Diploma Course (Two years NVQ Level 5 & 6).
  Department of Technical Education and Training-Sri Lanka.

- CISCO Certified Network Associate Course. (CCNA).
  Lalith Athulathmudali Vocational Training Center- Sri Lanka.

- Microsoft Certified Solution Associate. (MCSA).
  Active Tec Network-Sri Lanka.

- Computer Hardware Technician Course (NVQ Level 4).
  Department of Technical Education and Training-Sri Lanka.

- Computer Network Technician Course (NVQ Level 4).
  Department of Technical Education and Training-Sri Lanka.

- A Special workshop on Network Cabling, CCTV Installation, PABX Intercom and Wireless Network Training program.
  WinSYS Network-Sri Lanka.

REFERENCES

Available upon request.

Dakshina Chamara Ekanayake